

FAQ: 31050 DOES CALL ACCOUNTING PRO SUPPORT INCOMING CALLER ID (ANI) ?

The information in this article applies to:
Call Accounting Lite, Jr. & Pro

QUESTION

Does Comm One Call Accounting support incoming Caller ID (ANI) ?

ANSWER

Yes, Comm One Call Accounting does support incoming Caller ID. In order to use this feature, you have to have PBX trunks that support this feature, your phone system has to have cards that support this feature, and your system needs to be able to report on the Caller ID (ANI) in the raw SMDR call records. On some systems you have to set a special SMDR format in order for the caller id to report. If you have specific questions about whether your system will support this feature, please contact your telephone equipment vendor for more information.

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